

# Help for Completing and Submitting Cross-Connection Control Program Annual Summary Report (ASR) Forms Using the Internet

## A. General Instructions

1. **Completing Forms:** Under WAC 246-290-490, each public water system (PWS) must complete Cross-Connection Control (CCC) forms as follows:
  - a. **Activities Report Form** (blue): *All PWSs must complete this form* (even if they didn't implement CCC programs in the current reporting year). Complete this form first.
  - b. **Program Summary Form** (cream): *All PWSs must complete this form*. Describe your system's CCC program characteristics at the end of the reporting year. *If your system had no written CCC Program Plan, describe the policies and procedures you used to carry out your CCC program.*
  - c. **Severe Health Hazard Facilities Form** (gray): *PWSs must complete this form if they served any severe health hazard facilities in the reporting year: wastewater treatment plants, nuclear facilities, or radioactive material processing plants*. If your blue form shows that you served a severe health hazard facility in the reporting year, the **Edit/Print** screen will state that you must submit a gray form. Start a new gray form from the link on the **Edit/Print** screen.
  - d. **Exceptions Form** (green): *Only PWSs granting one or more "new" (not previously documented) exceptions to mandatory premises isolation must complete new Exception forms*. Complete one form for *each* new exception granted in the reporting year. Also, use this year's Exceptions form to document previously granted exceptions (before the current reporting year) for which you have not submitted green forms to DOH. You'll have access to *new* Exception forms only if you report on Part 2L of the cream form that you currently grant *new* exceptions. If you granted exceptions in the current reporting year in response to DOH enforcement, submit a *new* green form for each exception, even if you sent in hard copies of the forms to DOH with your compliance documents.  
  
***DON'T** save or submit blank new green forms or forms that tell us you didn't grant any exceptions. If you Save/Submit a new green form in error, click **Cancel** on the **Edit/Print** screen to delete the form.*  
  
***Exceptions forms sent to DOH in previous reporting years may be renewed or cancelled from the Edit/Print screen (see B: 15 below).***
2. **Submitting ASR Forms to DOH:** All PWSs must submit ASR forms to DOH via the Internet. *PWSs submitting ASR forms via the Internet do NOT need to mail hard copies to DOH.*
3. **Session Time Outs/Data Loss: *Caution!*** For security, your session automatically "times out" after you've been on any page in the site for 30 minutes (whether or not you're actively entering data). *When your session times out, you will lose unsaved data.* To prevent data loss, a **30-minute** session timer shows at the top of each form page. **The timer resets when you change pages or Save or Submit your data.** To avoid losing data, we recommend that you:
  - *Frequently save your work using the Save button at the bottom of the forms.*
  - *Also save your work when you are interrupted or when you need to leave your computer.*Note: Closing the browser, loss of Internet connection, and power outages may also cause data loss.
4. **Comments:** If you import data and comments from last year's ASR forms, review the imported comments to see if they are still valid. *Delete all comments that are no longer valid.*

## **B. Internet CCC Data Submission (Required)**

1. **Browser:** Use Internet Explorer versions 6.0 or later, Firefox 3.0 or later, or Chrome version 8.
2. **Screen Resolution:** We recommended a screen resolution of 1024 x 768. To change your screen resolution, click on Start, Settings, Control Panel, Display, Settings, Display Area. Move slider to the recommended setting.
3. **Access CCC Website:** Type into your browser's address field: <http://www4.doh.wa.gov/dw/ccc/>  
For security, you can't access the ASR website from ODW's website or via Internet search engines. If you can't get to the **Login Screen**, call (360) 236-3133 for help.
4. **Login:** At the **Login Screen**, enter your 6-digit Public Water System Identification Number (PWS ID) and unique Personal Identification Number (PIN) assigned by DOH. Your PWS ID and PIN appear in the e-mail from DOH officially notifying you to complete and submit ASR forms for the current reporting year. Click (left mouse button) on **Login** to get to the **CCC Navigation Screen**. Your system's PWS ID and name will appear at the top of the **CCC Navigation Screen**. If you can't get to the **Navigation Screen**, and you're sure you've entered the PWS ID and PIN correctly, call (360) 236-3133 for help.
5. **Access and Complete PWS Contact Information:** Before you start working on your ASR forms, click on **Step 1: PWS Contact Information** on the **Navigation Screen**. If you submitted ASR forms last year, your most recent Contact Information should automatically appear. Update last year's information. New ASR systems should fully complete the **PWS Contact Information Screen**. When finished, click on the **Submit** or **Update Contact Information** button at the bottom of the screen. You can update your contact information any time the website is open. Just access this screen, enter your changes, and click on the **Update Contact Information** button at the bottom of the screen.

Once you **Submit** or **Update** your PWS contact information, a pop-up message will appear stating that your contact information has been saved. Click **OK** to continue. Don't wait for the progress bar to complete. You may get a **Required Field Message** when you Submit or Update your Contact Information. If this happens, you won't be able to submit your information to DOH until you enter data into the field(s) identified by the red arrows.

*We require you to provide e-mail addresses, so you can receive confirmation e-mails when you Save or Submit forms to DOH.* Once saved, your contact information automatically appears in the contact sections on your ASR forms, so you don't have to keep re-entering the same information. **Note:** If you update your Contact Information *after* you have saved a blue, cream, green, or gray form, the fields will not automatically update under these circumstances. You will need to **manually** update the contact sections of the form(s) if you want the form completion information to change.

6. **Start a New Form:** At the **CCC Navigation Screen**, click on **Step 2: Start a New Form** to get to the **Start a New Form Screen**. At the **Start a New Form Screen**, pick the form you want to complete (blue, cream, or green). You may also start new blue, cream, and green (if you have access) forms from the **Edit/Print Screen**. Fill out the blue form first.

You'll have access to **new** green forms only if Part 2L of the cream form shows that you currently grant **new** Exceptions.

If your blue form shows your system serves a severe health hazard facility, a message will appear on the **Edit/Print** screen that you must submit a gray form. Unlike other ASR forms, *you can only start a new gray form from the link on the Edit/Print Screen.*

Note: previously saved or submitted blue or cream forms appear with an "X" on the **New Form Screen**. Green forms will appear with an "X" on the New Form Screen, if your cream form shows that you don't grant new Exceptions. Click on **Step 3: Edit/View /Print Form** to access a previously saved or submitted form. See step 14 below.

7. **New Form Entry Screen –Importing Last Year's Data:** When you start a new blue or cream form, you have the option to import information from last year's ASR forms. *The import data box on the New Form*

**Entry Screen** now comes pre-checked. Click **Continue** to automatically import your data. If you don't want to import data from last year, uncheck the import data box.

Data will be imported only if you submitted ASR forms last year. Fields with imported data initially appear shaded. The shading goes away after your first save of the new form. You may edit imported data. The import feature will save you time, especially on the cream form, if your CCC Program Plan didn't change much from the previous reporting year. Note - your gray form data from the previous reporting year automatically imports when you access a new gray form from the Edit/Print screen.

8. **Accessing General Help and Frequently Asked Questions (FAQs) from New Form Entry Screen:**

Before you start to fill out a new form, read or print the **Help and FAQs** files for tips on how to correctly fill out the ASR forms. Access these files by double-clicking on the name of the file. When you are done, use the back button to return to the **New Form Entry Screen**. Click on the **Continue** button at the bottom of the screen to get the new form you requested.

**Note:** To download the **Help and FAQs** files for printing, click on the **Downloads** link under the **Site Directory**. Use your browser's "Save Target" function to download the desired files.

9. **Help Icons:** "Helpful Hints" have been incorporated into field specific "Help" icons on the web-based application. The Help icons appear as question marks (?) enclosed in small circles. Place your mouse cursor over the icon to get an instant message, or click on the icon for further help.

10. **Entering Data:** Begin entering data using the following procedures:

- To enter text, numbers, or dates, left click in the appropriate field and type in data.
- To mark a check box, left click in the check box. Left click again to remove the check mark.
- To choose between mutually exclusive options, left click in the round button of your choice.
- To move from field to field, use the <Tab> key or the mouse button. Don't use the <Enter> key.
- To move from page to page (same form), use the page buttons on the top or bottom of each page.

12. **Data Logic or Data-Type Messages:** If a gray box pops up after you've entered data and tabbed or clicked away from the field, you've entered either *illogical data* or data of an *incorrect type* including:

- More premises with premises isolation than the number being served (blue form, Part 3B).
- More assemblies being tested than were installed (blue form, Part 4A).
- More premises needing protection than the number evaluated (blue form, Part 4B).
- Exception expiration date being earlier than the date granted (green form, Part 3).
- Text such as commas, dashes, letters, etc., being entered into a field expecting a number.

If you get a data logic or data type pop-up message, correct the data before you save or submit the form to DOH. **Do not ignore these messages.** They are designed to help you complete the forms correctly.

*Systems should properly complete their forms and provide as accurate information as possible, because DOH uses ASR data as the basis for CCC compliance action.*

13. **Saving Drafts or Partially Completed Forms:** You may save your whole form from any page. To save a draft (work in progress), click on the **Save** button at the bottom of the form. A pop-up message should appear that your data has been saved. Click on the **OK** button to return to the form. Don't wait until the progress bar to complete. **When you Save a form**, DOH will immediately send an e-mail to the **CCC Program Manager** confirming the successful save. To verify that your form has been saved, check the **Edit/Print Screen**. The date and time of your most recent save should appear.

14. **Editing Saved Forms from Current Reporting Year:** To work on a previously saved form, click on **Step 3: Edit/View/Print Form** on the **CCC Navigation Screen**. The **Edit/Print Screen** shows current reporting year forms available for editing. Click on **Edit** for the form you want to work on. Enter new data or edit saved data. When editing a form, you can also access the **Edit/Print** screen by clicking on the **Return to Edit/View/Print Screen** button at the bottom of each form page. You will have a chance to Save your form before the website takes you to the **Edit/Print Screen**. You may **Save** edited forms as

often as needed, before you **Submit** final, “official” forms to DOH (see step 16 below). *Note: You can only access previously saved forms for editing using the **Edit** feature (from the **Edit/Print** screen).*

- 15. Viewing, Editing, Renewing, Printing, and Cancelling Exception (Green) Forms from Previous Reporting Years:** You have the option to view, edit, renew, cancel, and print Exception (green) forms submitted in previous reporting years. You’ll have access to your previously submitted green forms, only if you report on Part 2L of the cream form that you granted exceptions in past reporting years.

New and previously saved green forms will appear on the **Edit/Print Screen** along with their status. WE classify each exception as either new, expired, not expired, renewed, or cancelled. The Exception’s status also appears in print view and on the printed form.

You can renew, cancel, or print any Exception with an expiration date (actual or assumed) that falls on or before the end of the current reporting year. We assume that Exceptions with no expiration dates have expired. Similarly you can edit, cancel, or print any Exception that has not expired.

If you renew or cancel an expired Exception, the status on the **Edit/Print Screen** will change to Renewed or Cancelled respectively. If you cancel an Exception, you’ll be prompted to complete the **Cancellation Reason Screen** to document your reason(s) for cancelling. We recommend that you print the Cancellation Reason form for your water system files. Cancelled Exceptions will appear on the Edit/Print Screen only in the reporting year in which they are cancelled.

- 16. Submitting Final Forms to DOH:** When you’re finished filling out a form, submit your whole form from any page by clicking on the **Submit to DOH** button located at the bottom of any form page. The **Edit/Print Screen** will appear with a message at the top of the screen stating that your form has been successfully submitted. DOH will e-mail the CCC Program Manager and PWS Manager to confirm that the form has been successfully submitted.
- 17. Required Field Messages upon Submit:** Some users may get a **Required Field Message** when they try to **Submit** a blue, cream, or green form. You won’t be able to **Submit** your final form(s) to DOH until you enter data into the required fields. Click on the page links to go to the page(s) with missing data. Red arrows identify the required fields. Once you enter data into the required fields, click on **Submit to DOH**. If you can’t supply the required data, click on **Save** and submit the form later.
- 18. Logout and Restart Session:** To stop your data entry session, click on **Return to the Edit/View/Print Screen, Save** your form (if desired), and then click **Exit** under the **Site Directory Menu** (see left side of screen). The **Logout Screen will appear**. To restart your session, click on the **Restart Session** link and login again. From the **Navigation Screen**, click on **Step 2: Start a New Form** to access a new form, or click on **Step 3: Edit/View/Print Form** to continue working on saved forms.
- 19. Printing and Viewing Forms:** To print or view a saved form, go to the **Navigation Screen** and click on **Step 3: Edit/View/Print Form**. On the **Edit/Print Screen**, click on the color-coded **Print** button for the form you want to print or view (blue, cream, gray, or green). The selected form will appear with all the data previously Saved or Submitted. A pop-up box will ask you if you want to print the form now. Click OK to print. Click Cancel to view only. When you’re done printing, click on the back button to return to the **Edit/Print Screen**.

You may also use your browser’s print feature to print forms. Forms for printing may be saved to your computer’s hard drive (for later reference or printing).

Before exiting the website or closing your browser at the end of a data entry session, you may print the forms you’ve worked on. These printouts document the data you’ve saved.

**Always print a set of the final, “official” ASR forms submitted to DOH for your water system files.**

- 20. E-Mail Confirmations:** For security reasons, DOH e-mails a confirmation when you change CCC data for your system. *Saving* a form triggers a confirmation e-mail from DOH to the **CCC Program Manager**. *Submitting* a form triggers confirmation e-mails to both the **CCC Program Manager** and the **PWS Manager** listed on the PWS Contact Information Screen. Don’t reply to the automatic e-mails.

*If you don't receive a confirmation e-mail within a reasonable time after your Save or Submit, check your e-mail address on the **PWS Contact Information Screen**. Correct your e-mail address if needed, and resave or resubmit the form to get the confirmation e-mail. **If you still don't get a confirmation e-mail, contact DOH at [cccprogram@doh.wa.gov](mailto:cccprogram@doh.wa.gov)***

21. **Evaluation Form:** To give DOH feedback on this year's ASR process, complete an **Evaluation Form** (pink) using the website. On the **Navigation Screen**, click on **Step 4: Access/Submit Evaluation** to access a blank (new) Evaluation form. Also use this link to edit a previously saved or submitted Evaluation form. If you would like a copy of your completed Evaluation form, use your browser's print feature to print each page (page-by-page).
22. **Making Corrections after Submitting Final Forms:** To make corrections to your final "official" ASR forms (after they have been submitted to DOH), login to the CCC website (Step B. 4). Use the **Edit** process (Step B. 14) to change the data. Submit the corrected forms to DOH using the **Submit to DOH** button (Step B. 16). In the Comments and Clarification section at the end of the form, document that you changed your final forms, identify the data fields you changed, and explain the reason for the change.